

# Questions and Answers

*The following information provides you with answers to frequently asked questions and should be used only as a guide and not considered to be a legal authority.*



## Who Must Register as a Service Agency?

Any person, firm, corporation, or association who [repairs](#) commercial weighing and measuring devices for payment of any kind is a [Service Agency](#) and must be registered with the Department of Food and Agriculture. Contact the Division of Measurement Standards at (916) 229-3000 for an application form or click on the link to download an [application form](#).



## How much does it cost to Register as a Service Agency?

A fee of \$200 is charged to register your primary location and \$100 to register each additional location. Additionally, a fee of \$25 is required for each [Service Agent](#) employed by the Service Agency.



## What do I need to do to comply with the Service Agency law?

You must:

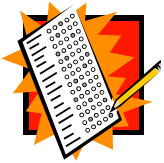
- Submit a complete Service Agency application with correct agent information to the California Department of Food and Agriculture and pay all required fees. If the application or fees are not correct, applicant has 30 days from the date of notification to comply. After 30 days, the application and fees will be refunded.
- Forward the Service Agent names, license numbers and fees in the amount of \$25 per agent within 30 days of hiring.



## What is a Registered Service Agent?

An **agent** is a person who, works for a Service Agency and installs, services, repairs or reconditions commercial weighing or measuring devices.

The cost to register as a service agent is \$25. Service Agents must be employed by a Service Agency and be registered with the Department of Food and Agriculture. An agent is also required to obtain a license.



## How do I obtain a Service Agent license? What is the cost?

You must take and pass the service agent exam with a score of 70% or higher. The exam fee is \$35. The examination may be taken by appointment at any county sealer's office or at the Division of Measurement Standards. The service agent license is valid for five years. Click on the link for a list of the [county sealer's offices](#). For other locations designated by the Division of Measurement Standards call (916) 229-3000 or by e-mail to [DMS@cdfa.ca.gov](mailto:DMS@cdfa.ca.gov).



## What do I need to know to pass the exam?

To help you prepare for the service agent exam refer to the [California Business and Professions Code, Division 5, Chapter 5, Sections 12500 - 12544](#) . It would also be helpful to study the following sections from the California Code of Regulations, Title 4, Division 9 "Weights and Measures":

- [Introduction](#)
- [General Code \[1.10\]](#)
- [Definitions](#)
- [Chapter 4](#)

Also available online is the [DMS Service Agent Study Guide](#).



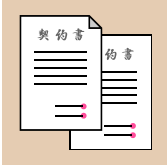
## What do I do if I don't pass the exam?

Applicants failing to receive a passing score may schedule an appointment to be re-examined. A fee of \$35 is charged for each re- examination.



## Where can I get my standards certified?

Standards must have a certificate of accuracy provided by the Department of Food and Agriculture or from a [certified calibration source](#).



## How do I add a Service Agent or an additional location to my Service Agency Registration?

NOTE: Only Agents who will perform work in California need to be licensed and added to a Service Agency Registration Certificate.

If you are adding or deleting agent names or locations to your Service Agency Registration certificate:

- Make a photocopy of your Service Agency Registration Certificate.
- If you are **adding a name**, print the name and Service Agent License number on the photocopy. Send information and fees in the amount of \$25.00 fee for each agent.
- If you are **deleting a name**, draw a line through the name you are deleting on the photocopy of certificate. No fees are required when deleting an agent. You may fax deletion information to (916) 229-3055.
- If you are **adding an additional location** to the certificate, complete section 7a information about the location, on the Service Agency application. Write your agency registration number at the top of the application and send it with \$100 for each additional location.
- **When fees are required** with changes, mail your request with the appropriate fee amount to:

Payable to: CDFA 50.20.04  
Attn: Cashier  
PO Box 942872  
Sacramento CA 94271-2872